



Report on Performance Measures for 2013 City of Bloomington

General:

1.	Rating of the overall quality of services provided by your city Source: 2014 Citizen Survey, Question 11	Excellent 27%	Good 58%	Fair 13%	Poor 1%
2.	Percent change in the taxable property market value =	5.6% for 2013 payable year 2014			

3.	Citizen's rating of the overall appearance of the City Source: 2014 Citizen Survey, Question 5	Excellent 22%	Good 60%	Fair 15%	Poor 3%
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Police Services:

4.	Part I and II crime rates				
OR	Citizens' rating of safety in their community	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
	Source: 2014 Citizen Survey, Question 4	78%	20%	1%	0%
Output Measure: Police response time on top priority calls from dispatch to the first officer on scene=					4.87 min

Fire Services:

5.	Insurance industry rating of fire services	ISO 3			
OR	Citizens' rating of the quality of fire protection services	Excellent	Good	Fair	Poor
	Source: 2013 Citizen Survey, Question 13	50%	45%	5%	0%
	Output Measure: Fire response time from dispatch to first unit on scene = 4.5 minutes				

Streets:

6.	Average City street pavement condition rating	74.3 rating on the Pavement Condition Index (PCI)			
OR	Citizens' rating of the road condition in their city Source: 2014 Citizen Survey, Question 10	Excellent 6%	Good 30%	Fair 39%	Poor 25%
7.	Citizen's rating the quality of snowplowing on City streets Source: 2014 Citizen Survey, Question 10	Excellent 29%	Good 48%	Fair 18%	Poor 5%

Water:

8.	Citizens' rating of the dependability and quality of City water supply. Source: 2014 Citizen Survey, Question 10	Excellent 47%	Good 42%	Fair 10%	Poor 2%
Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility/total gallons pumped/1,000,000) = \$910/1,000,000 gal.					

Sanitary Sewer

9.	Citizens' rating of the dependability and quality of City sanitary sewer service (centrally-provided system) Source: 2014 Citizen Survey, Question 10	Excellent 32%	Good 54%	Fair 12%	Poor 1%
Output Measure: Number of sewer blockages on City system per 100 connections (centrally-provided system) (Number of sewer blockages on City system reported by sewer utility/# of connections * 100 = 0.0436/100 connections)					

Parks & Recreation:

10.	Citizens' rating of the quality of City recreational programs and facilities (parks, trails, park buildings) Source: 2014 Citizen Survey, Question 10+C19	Excellent 26%	Good 57%	Fair 16%	Poor 1%
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